

A009 Field Office Customer Support

The Field Office Customer Support staff are the face of L&I in 22 local offices across the state, providing service to more than 700,000 people annually, in person and on the phone. More than 25 percent of those contacts are related to workers' compensation claims. The staff is knowledgeable and responds to inquiries about all L&I programs and services, including workers' compensation claims administration and claims for unpaid wages. Field Office Customer Support staff often are the first point of contact for employers, workers, and the general public who interact with the agency. Every day they contact injured workers and employers regarding return-to-work, register contractors, issue electrical licenses, sell electrical and factory-assembled structure permits, process prevailing wage intents and affidavits, process business license applications, and collect industrial insurance premium payments. Field Office Customer Support staff process more than \$65 million annually, 70 percent of which are workers' compensation premium payments.

	FY 2006	FY 2007	Biennial Total
FTE's	126.2	126.2	126.2
GFS	\$0	\$0	\$0
Other	\$12,492,910	\$12,764,461	\$25,257,371
Total	\$12,492,910	\$12,764,461	\$25,257,371

Statewide Result Area: Improve the quality and productivity of our workforce

Expected Results

Providing effective service to 700,000 walk-in and telephone customers, such as responding to workers' compensation claims issues. Appropriately processing revenues collected from workers' compensation premiums, permit and license fees, and other payments.

Total dollars received by L&I field office customer support staff.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	\$0	\$0	\$0
	4th Qtr	\$0	\$0	\$0
2003-05	8th Qtr	\$0	\$2,125,273	\$2,125,273
	7th Qtr	\$0	\$2,021,756	\$2,021,756
	6th Qtr	\$0	\$1,733,231	\$1,733,231
	5th Qtr	\$0	\$1,803,929	\$1,803,929
*Total dollars received has only been reported for two quarters of FY 04.				

Appropriation Period: 2005-07 Activity Version: F2 - 2005-07 Activity Recast

Total number of people served by L&I field office customer support . This includes walk-in customers and phone calls.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	700,000	0	(700,000)
	4th Qtr	700,000	0	(700,000)
2003-05	8th Qtr	700,000	178,324	(521,676)
	7th Qtr	0	181,218	181,218
	6th Qtr	0	167,811	167,811
	5th Qtr	0	186,605	186,605